



**This Week in Terminal**

**August 25, 2006**

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### [Random Drug Testing](#)

Effective August 1, 2006, employees who have been granted or may be granted access to classified information will be subject to the agency's random drug testing program. Executive Order (E.O.) 12564 requires agencies to drug test all employees who have been granted, or may be granted, access to classified information. A recent review of the Department of Transportation testing designated positions (TDP) revealed that not all positions designated as special sensitive, critical-sensitive, or non-critical sensitive are being tested.

The Department's decision is to include all employees holding confidential and secret security clearances in its drug testing program which is designed to ensure the safety and security of Federal employees and the general public.

- For FAA, this requirement impacts all employees nationwide in positions that require a secret security clearance.
- Employees whose position requires a secret security clearance will be grandfathered into the agency's random drug testing pool; and no pre-appointment drug test will be required.

### [Dell laptop computer users](#)

On 8/14/06, Dell Computer announced a recall of notebook computer batteries because of 6 reported failures that resulted in heat damage or fire. Dell reports that there have been no injuries to users. With Dell, we have developed the following process for users to check their FAA-issued laptops to determine whether the battery is part of the recall. Dell says it may take as long as 4 weeks to complete this recall. If you use a Dell laptop for a critical FAA task, and you must use the battery, you may continue to do so until you get

the new battery. However, keep your use to a minimum. Use AC power when available, and remove the battery when doing so.

If you have questions or concerns, please contact your local computer specialist, help desk, or Line of Business (LOB) IT support organization. You may also contact ARC's Dell BPA program office (405-954-7248) or contact Dell directly using the number indicated on the dell web site (<https://dellbatteryprogram.com>).

#### Security Awareness Training: (due by September 30, 2006)

FAA Order 1600.69B requires annual facility security awareness briefings for all employees assigned to FAA facilities. This requirement can be met by taking the ASH SAVI electronic briefing. COTR's may require FAA contractors to complete the course where it makes sense to do so. ASH would encourage this course particularly when contractors share FAA workspace or visit FAA facilities regularly.

#### **ATO Federal Employees:**

Annual training requirements are for both ISS SAVI and the ASH SAVI.

For the ISS SAVI training, there are two options for federal employees: one option is to take the training at [www.savi.faa.gov](http://www.savi.faa.gov) (please provide a copy of your completion certificate to your learning coordinator) and the other option is to take the ATO ISS training on the eLMS website (course # 01014). eLMS will automatically record your ATO ISS training on your learning plan.

ASH SAVI training website: <https://ash.savi.faa.gov> Please provide a copy of your completion certificate to your learning coordinator.

ATO Contractors: ATO ISS training is required. Please go to:  
<http://intranet.faa.gov/faaemployees/org/linebusiness/ato%5Fonline/ato%5Fissp/issp%5Fcertification/educ%5Faware/media/index.htm>

Please fax a copy of your completion certificate to [Brenda.Pinnix@faa.gov](mailto:Brenda.Pinnix@faa.gov) and provide a copy to your learning coordinator.

ASH SAVI - Contractors may take this course when required by their COTR, however ASH encourages all contractors to participate.

#### [ATO News](#)

#### Second ATO Leadership Summit

The 2006 ATO Leadership Summit ended at noon on August 17. This summit, titled "Living the Vision," continued the work begun last August at the first summit by having ATO's leaders take the next steps toward making the ATO a performance-based organization. See articles and pictures at <http://app.faa.gov/summit/>.

#### Labor Distribution Reporting (LDR) Compliance

**Thank You to all who have worked so hard to help raise our Terminal Compliance Rate. As of PP 17 Terminal Services is 91.58% compliant. Please keep up the good work!**

See the [Reminders](#) section below for [Cru Art Compliance Helpful Hints](#)

### KSN in the Service Areas

ATO KSN administrators are traveling to ATO service center office locations to help get the word out about how KSN services can provide benefit to your organization. They will provide hands-on training for designated KSN Facilitators. Eastern Service Center/Atlanta was scheduled for August 22-24 and Central Service Center/Fort Worth is scheduled for September 19. WSA will be scheduled sometime after that.

This Expo focuses on providing the latest information on virtual office capability and collaboration services in the FAA.

### ETSA News

#### Manchester Tower Commissioned

(Source: Zane Edwards, PE, Eastern Service Area Program Lead)

The new Air Traffic Control Tower at Manchester, NH, (MHT) was commissioned on Friday, August 18th at 11:58PM. The 145 Ft tall tower has a 470 square foot tower cab. The Base building is 6,380 square feet and accommodates both Terminal and Technical Operations staff. The new tower addresses both the visual obstruction/ line of sight issues created through on-going airport development and the insufficient cab size issues found in the existing 85 ft tall facility.



### Way to Go Portland

(Source: Joseph Davies, Air Traffic Manager/ New England Hub Manager, Boston Consolidated TRACON (A90))

As of August 12, 2006, Portland ATCT/TRACON, Portland, ME, achieved three years of operational error free performance.

### Operational Errors (OEs)

For this reporting period, the Terminal Service Area is now 3.8 % over our pacing limit to stay on track to meet our FY06 OE goal. For the month of August, we have 21 category A/B OEs with a pacing limit for the month of 25. With 36 days left in the fiscal year, we are now within 28 OEs of our target limit.

For this reporting period (08/18/06 – 08/25/06), there were 19 overall operational errors reported. There was 1 category A error and 8 category B errors related to the following factors:

1. Category A error at A80 due to a hearback/readback error on a RNAV departure waypoint
2. Category B error at ATL due to a hearback/readback error.
3. Category B error at PHL to failure to recognize converging traffic
4. Category B error at P50 due to lack of situational awareness
5. Category B error at PCT due to hearback/readback error
6. Category B error at MCO due to failure to follow a coordinated departure restriction
7. Category B error at LIT due inadequate judgment vectoring to final
8. Category B error at A80 due to failure to recognize converging traffic
9. Category B error at N90 due to failure to coordinate

### Focus: Model Workplace

#### Appreciation Bustin' Out All Over

(Source: Viscount Thurston)

In my office this week we experienced an outbreak of appreciation. It involved some time off, some nice words and some fudge.

People were recognized for plunging into new tasks and going beyond what was expected, for persevering in the face of various obstacles, and for being patient and perennially helpful to team members.

In some instances the appreciation came in the form of official memoranda, in another a card with a hand-written note. In all cases expressions of thanks were spoken, and the recipient was acknowledged with applause and "Congratulations!" by manager and peers. One particularly moving acknowledgement was extended with heartfelt gratitude from one peer to another (accompanied by the card and the fudge).

With all this it was also heartening to witness the appreciation of peers for their coworkers in the spotlight. We all knew what these folks had done, and we had no reservations about patting them on the back.

The whole experience reminded me of something we used to do in a previous organizational life. We called it Praise-a-Peer, and it involved writing a note of appreciation on little 4 x 6 pieces of white cardboard. When the concept was first introduced to the organization, I was not the only one who thought: "What a hokey idea!" But after a while, the little appreciation cards caught on.

I've been through two reorganizations and various office moves since then, but I can still pull out the Praise-a-Peer cards I received from that time. I'll bet good money that if I tracked down the people who received these cards from me, they too could pull them out of that drawer full of stuff that goes with us wherever we move.

I remember reading that to overcome the effects of one criticism it takes five expressions of appreciation. I couldn't say if that is true or not, but that's beside the point. We all know that when energy is running low, sincere appreciation can recharge us like nothing else can. It gives a lift both to the receiver and the giver. There will never be too much of it, so go forth and appreciate!

## REMINDERS

### Extension for Privacy Awareness Training

**The deadline to complete Privacy Awareness training has been extended to the last business day of the calendar year – December 29, 2006.**

The broadcast message on this training was sent on August 4, 2006. The course should already be listed on your learning plan in eLMS and ready for you to launch the training.

If not, please review this website: <http://www.dot.gov/privacy/training.html>

### CruArt Compliance Helpful Hint

(Source: Christine Hoffman)

Sick and Annual Leave hours need to be coded in CruArt in 15 minute increments.

If it is not recorded in 15 minute increments, Castle will change the leave hours to the nearest 15 minute mark. This results in unbalanced LDR and T&A leave data, processing of LDR ceases in CASTLE and all LDR data charges to "no project".

- Example: If an employee is scheduled for annual leave at 2:00 pm and they sign out at 2:12, they need to manually change the time they are signing out from 2:12 to 2:15.
- Fix: On the sign out screen in CruArt, the employee may Accept or Change the time. The employee should change the time to a 15 minute increment (note: you may only sign out 15 minutes into the future). Employees are not able to stay past the end of their shift unless the manager signs a TOS.
- Alternate Fix: The timekeepers should review the timecards daily and make any corrections to the sick or annual leave that are coded incorrectly.
- System Fix: There are discussions about putting a business rule in Cru-Art that would inform the employee to sign out in 15 minute increments.

**NOTE: There is an ART Resource Center web page which contains a link to a document of known issues and the workarounds for each problem. The link to this site is:**  
**<http://cru-x.faa.gov/ART/>**

### Labor Distribution Reporting (LDR) Compliance... Are you 90-100% compliant?

(Source: Christine Hoffman)

All Air Traffic Organization (ATO) personnel play a role in ensuring the accurate and consistent entry of LDR data. Managers and supervisors have the primary responsibility for ensuring LDR compliance within their organizations, including the accuracy of their employees' LDR data. This is why it is so important for managers/supervisors (or their designees) to review LDR Compliance Reports through the Report Analysis and Distribution System (RADS). Reviewing these reports will identify any non-compliance issues that should be corrected for the pay period and will assist in identifying any recurring problems. The ATO goal for LDR Compliance is 100% (for pay period 14, we are working towards 90% compliance).

RADS is the FAA's on-line tool for accessing cost accounting system (CAS) reports, labor distribution reporting (LDR) reports and CAS/LDR project and activity dictionary (PAD). Managers/supervisors (or their designee) at each hub and/or facility should have casual user access to RADS.

In order to request RADS Casual User Access:

1. Please complete the Casual User CBI training located at:  
<http://www.faa-elearn.faa.gov/skillport/rads/lessons/index.html>
2. Then complete the RADS LDR Access Form, located at:  
[http://172.27.136.38:82/cas\\_rpt\\_docs/AccessForm.doc](http://172.27.136.38:82/cas_rpt_docs/AccessForm.doc)
  - You may utilize the following spreadsheet  
<http://atofinance.faa.gov/Downloads/ATORADSOrgTreewithCostCentersasof28APR06.xls> to find your facility or hub level identifier. The access form should be completed by listing the level you need access to under the Access to Organization box (note this spreadsheet contains all of the ATO). On the access form, it is not necessary to complete the access to project box.
  - For example, the Service Area level identifier for Eastern Terminal Service Area is AJTE, the Hub level for the New England Hub is AJTEA, and the facility level for Boston TRACON is TEAA90.
  - An example for the Justification for Access Field on the form would be: Casual User Access needed to review compliance reports for [your organization(s)].
3. Once you have completed the form, please fax it to Christine Hoffman at (609) 485-8733. If you need any assistance in completing the form, you may contact Christine at (609) 485-5384.

**If you need your password reset at any time or a change to the organization you need to view in RADS, please feel free to contact Christine Hoffman at (609) 485-5384.**

**If you have any questions about the actual RADS reports (understanding them, reviewing them, using them for improving compliance, etc.) please either call or e:mail Katherine Heine at (202) 385-8688.**

The ATO Finance website is a great resource for LDR information, that site is  
<http://atofinance.faa.gov/LDR-guidance.htm>.

There are also Quality Assurance Resource (QARs) Representatives in ATO-T to assist you, they are:

Terminal Headquarters Lead - Christine Hoffman - 609-485-5384  
Terminal Headquarters Alternate - Brenda Wedding - 202-385-8690  
Terminal Headquarters Alternate - Kathy Heine - 202-385-8688  
Terminal Eastern Service Area Lead - Camille Sprauve - 718-553-2542  
Terminal Central Service Area Lead - Dianne Bebble - 847-294-8358  
Terminal Western Service Area Lead – Karla Hernandez – 310-725-3768

### EAS on its Way

Please inform your facilities that the Employee Attitude Survey (EAS) is on its way. The paper version intended for controllers was mailed in a box/ or large envelope addressed to facilities with a return address from:

U.S. Department of Transportation  
Mike Monroney Aeronautical Center  
P.O. Box 25082  
Oklahoma City, Oklahoma 73125.

The large envelopes or box contains envelopes with individual employee names. Please distribute the individual envelope per employee name as soon as possible. The employees will mail the surveys to CAMI using the return envelopes provided to them.

If you have questions, please contact Shirley E. Williams-Jones via email.

### Available Sources of Information

#### Via EMAIL

*This Week in Terminal* (weekly on Fridays)  
FAA broadcast email messages (variety of subjects from AOA-1, ATO-1, etc)  
ATO Leaders Report (sent out to ATO managers bi-weekly and linked to ATO-Online)

#### WEBSITES

ATO Online (<http://ato.faa.gov/>) (with links to other FAA sites)  
FAA employee site (<http://employees.faa.gov>)  
ATO Today (one pager updated daily linked to ATO-Online)  
Employee Express ([www.employeeexpress.gov](http://www.employeeexpress.gov))  
Focus FAA (<http://employees.faa.gov/news/focusfaa/>) (bi-weekly online magazine for all FAA employees)

#### PHONE NUMBERS

1-800-FAA-News (weekly phone number from Russ and ATO VP's)

#### ALL HANDS

**All Hands Field Telcons: 4th Thursday of each month, 11:00 EST, email reminder goes out with bridge # (Email feedback to Kathleen.bradshaw@faa.gov)**

**Headquarters All Hands: 2ND Thursday of each month, 11:00 EST  
Slater Town Hall, 5th floor, Wilbur Building**

### **NBC Payroll Hotline**

**With the Department of Transportation's (DOT) successful migration of our payroll system and services to the Department of Interior's National Business Center (NBC) in Denver, Colorado, the process for employees to request assistance with payroll matters has changed. As a reminder, if you have any questions concerning your pay or leave (e.g., salary payment, leave balance, savings bonds, W-2 address, electronic direct deposit to your bank account, special allotments, tax withholding, deductions for benefits, Thrift Savings Plan (TSP), payroll debts, etc.) your point of contact is the NBC Payroll Hotline at 1-800-662-4324. The hotline is open from 8:00 a.m. to 7:30 p.m. Eastern Time, Monday through Friday.**

**NBC's Payroll Hotline staff is committed to responding to your questions within 24 hours of your initial contact. They may not be able to solve your problem or answer your question in that time frame, but they will contact you and indicate how and when they expect to answer your question. In some cases, questions or issues may require additional research or other efforts to resolve satisfactorily.**

**NBC is committed to resolving payroll concerns in a timely fashion and has an internal tracking system for all calls they receive. They also have their own internal process for escalating calls if you do not receive a satisfactory response. The DOT Office of Financial Management continually monitors reports from NBC's system to ensure that DOT employees receive timely, high quality service from NBC.**

**Sincerely,**

**Bruce Johnson, VP  
ATO-Terminal Services**